

C1 Cont.
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selecting an agent with a best relative ability to answer the determined type of question based upon a skills list for the agent group; and

establishing a voice path using IP telephony between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon by the user.

Amend claim 18 to read as follows:

Sub 18. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:

providing a web site with a plurality of audio access icons; associating an agent group with a subject matter of each audio-access icon of each of the at least some web pages;

determining a type of problem associated with each audio-access icon;

B2 detecting an activation of an audio access icon of the plurality of icons;

selecting an agent with a best relative ability to address the problem based upon the determined type of problem and a skills list for the agent group; and

providing an call path using IP telephony between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon.

Amend claim 19 to read as follows:

19. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:

providing a web site with a plurality of web pages for access by the user;

providing a audio-access icon on at least some web pages of the web site;

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associating an agent group with a subject matter of each audio-access icon of each of the at least some web pages;

determining a type of problem associated with each audio-access icon;

detecting an activation of an audio access icon of the plurality of icons;

selecting an agent with a best relative ability to address the problem based upon the determined type of problem and a skills list for the agent group; and

providing an call path using IP telephony between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon.

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Amend claim 20 to read as follows:

20. Apparatus for establishing an audio call path between an Internet user accessing a web site and an agent of the web site, such apparatus comprising:

means for proving a web site with a plurality of audio access icons and a plurality of agent groups;

means for associating an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site;

determining a type of problem associated with each audio-access icon;

detecting an activation of an audio access icon of the plurality of icons;

selecting an agent with a best relative ability to address the problem based upon the determined type of problem and a skills list for the agent group; and

means for establishing a call path using IP telephony between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon by the user.

Amend claim 37 to read as follows:

37. Apparatus for establishing an audio call path between an Internet user accessing a web site and an agent of the web site, such apparatus comprising:

- a web site with a plurality of audio access icons and a plurality of agent groups;
- a call distribution controller operably coupled to the web site which associates an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site;
- determining a type of problem associated with each audio-access icon;
- detecting an activation of an audio access icon of the plurality of icons;
- selecting an agent with a best relative ability to address the problem based upon the determined type of problem and a skills list for the agent group; and
- a local area network which establishes a call path using IP telephony between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon by the user.

R E M A R K S

1. Claims 1-55 are pending in this application. Claims 1-5, 8, 18-24, 27, 37-42 and 45 have been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 5,838,682 to Dekelbaum et al. Claims 6-7, 25-26 and 42-44 have been rejected under 35 U.S.C. §103(a) as obvious over Dekelbaum in view of U.S. Patent No. 5,657,383 to Gerber. Claims 9-17, 28-36 and 46-55